



Airman of the Year
SENIOR AIRMAN
JAMAR R. MOORE
Avionic Sensors
System Journeyman
58th Special Operations Wing



Noncommissioned Officer of the Year
TECH. SGT.
GARY L. KACZMAREK
Command and Control Specialist
377th Air Base Wing



Senior Noncommissioned Officer of the Year
MASTER SGT.
STEVEN R. BICKHAM
Air Transportation Superintendent
58th Special Operations Wing



Company Grade Officer of the Year
CAPT. CHAD H. SCHOLES
Unmanned Aerial Vehicle Test Manager
Air Force Operational Test and Evaluation Center

TEAM KIRTLAND selects 2002 Best of Best



Category I
Civilian of the Year
PEDRO A. TUÑON
Nondestructive Inspection Journeyman
58th Special Operations Wing



Category II
Civilian of the Year
TERRI B. ROY
Administrative Assistant
Air Force Operational Test and Evaluation Center



Category III
Civilian of the Year
ROSEANN FLORES
Paralegal
377th Air Base Wing



Category IV
Civilian of the Year
THERESA S. SEXSMITH
Inventory Management Specialist
Air Force Operational Test and Evaluation Center



TOP—Housekeeping work leader Kay Baker freshens linens at the Kirtland Inn.

MIDDLE—Tari Davis of the Kirtland Inn's front desk keeps "paperwork" flowing.

BOTTOM LEFT—Ray Madrid, a maintenance worker at the Kirtland Inn, maintains appliances in working order and repairs furniture.

BOTTOM RIGHT—Reservations supervisor Rowena Harris takes calls for lodging at the Kirtland Inn.

Kirtland Inn: *Soaring above the rest*

The Kirtland Inn staff aims high as they prepare for the arrival of the Gold Key team next week.

Gold Key is an Air Force Materiel Command-level Air Force lodging evaluation and competition during which a team of lodging professionals visits and evaluates their efforts based on a detailed checklist.

The program began in the 1980s, but this is Kirtland AFB's first Gold Key competition. This year the Kirtland Inn compete with Wright-Patterson AFB, Ohio, and Robins AFB, Ga., for the Gold Key award.

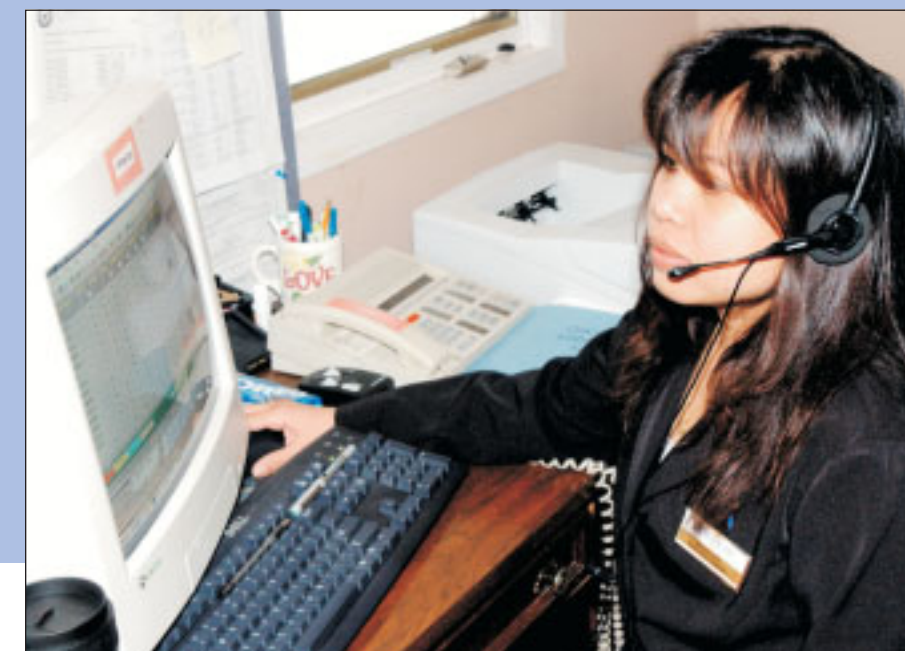
The evaluation team will conduct a two day evaluation of every aspect of the lodging operation. Representatives from every lodging department will escort the team through their areas, briefing the

team on their role in the lodging mission.

"The fun part," said Tari Davis, front desk manager, "will be illustrating how we surpass the standards of the checklist."

In keeping with their motto and competition theme, "Soaring Above the Rest," the lodging team has chosen a symbol that has long been synonymous with flight, and with Albuquerque: a hot air balloon.

Davis explains, "This is such an appropriate theme for us, as every individual in every department strives daily to reach new heights in customer service. We are always looking for the opportunity to go above and beyond our customers' expectations. It creates an indelible memory, not just for the guest, but for everyone involved. Isn't that what true customer service is really all about?"



Photos by Damian Bohannon

